

Department of Public Health
and Human Services

Section:
CASELOAD MANAGEMENT

FOOD STAMP PROGRAM

Subject:
Overview

Supersedes: FMFS 1500 (09/01/98)

References: N/A

**≥ CASELOAD
MANAGEMENT**

OPA Case Managers accurately determine eligibility and benefit amount for households applying for or receiving food stamp benefits. Managing a food stamp case includes:

1. knowledge and correct application of food stamp policy;
2. conducting initial certification and redetermination interviews to accurately determine eligibility and benefit amount;
3. informing the household in writing of eligibility and benefit changes using the appropriate notices;
4. composing clear and concise notices;
5. acting on changes according to the household's change reporting requirements within 10 days of the discovered/reported change or information;
6. establishing overpayment claims or restoring underissued benefits;
7. pursuing intentional program violations when appropriate; and,
8. documenting in case notes in sufficient detail to determine the reasonableness and accuracy of the eligibility determination and benefit amount.

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